

What is claimed is:

A 1. A method for managing communications with a user in a communication system, the method comprising the steps of:

5 maintaining presence information for the user, the presence information specifying one of a plurality of presence contexts;

maintaining a presence context profile for the user, the presence context profile specifying a plurality of communication options for the plurality of presence contexts; and

controlling communications with the user in accordance with the maintained presence information and the maintained presence context profile.

2. A method according to claim 1, further comprising the step of:

maintaining device availability information for the user, the controlling step being performed in further accordance with the maintained device availability information.

3. A method according to claim 1, wherein the communications include both telephone calls and text messages.

4. A method according to claim 3, wherein the communication options include a plurality of phone devices for receiving the telephone calls and a plurality of text devices for receiving the text messages.

A 5. A method of managing communications with a user in a communication system, the method comprising the steps of:

receiving an incoming call to the user;

determining a current presence context of the user;

5 determining a context profile corresponding to the current presence context for the user, the context profile specifying a plurality of communication options for the current presence context; and

forwarding a communication associated with the incoming call to the user in accordance with the context profile.

6. A method according to claim 5, further comprising the step of:

presenting certain of the communication options to a caller associated with the incoming call, wherein the forwarding step is performed in further accordance with a selection by the caller among the certain communication options.

7. A method according to claim 6, wherein one of the communication options includes ringing a phone associated with the user, the method further comprising the steps of:

causing the incoming call to be directed, before the presenting step is performed, to the phone; and

canceling the presenting step if the incoming call is answered.

18. A method according to claim 7, wherein the communication system is comprised of a PBX and the phone is part of the PBX.

9. A method according to claim 7, wherein the communication system is comprised of a PBX and the phone is coupled to the PBX by the PSTN.

10. A method according to claim 5, wherein the incoming call is a phone call to a first phone associated with the user in the communication system, the forwarding step including the steps of:

retrieving information concerning a second phone associated with the user from the determined context profile; and

causing the incoming call to be directed to the second phone instead of the first phone.

11. A method according to claim 10, wherein the communication system is comprised of a PBX and the first and second phones are both part of the PBX.

12. A method according to claim 10, wherein the communication system is comprised of a PBX, the first phone being part of the PBX and the second phone being coupled to the PBX by the PSTN.

A 13. A method according to claim 5, further comprising the step of:  
determining a device availability corresponding to the plurality of communication options, wherein the forwarding step is performed in further accordance with the determined device availability.

5 14. A method according to claim 5, wherein the step of determining the current presence context comprises the steps of:

storing presence information associated with the user;  
receiving a notification of a change of a presence context of the user; and  
updating the stored presence information in accordance with the received notification.

15. A method according to claim 5, wherein the incoming call is a phone call to a first phone associated with the user in the communication system, the forwarding step including the steps of:

retrieving information concerning a text messaging device associated with the user from the determined context profile;  
retrieving a text message associated with the incoming call; and  
causing the text message to be sent to the text messaging device.

20 16. A method according to claim 15, wherein the communication system is comprised of a PBX and the first phone is part of the PBX.

A 17. A method according to claim 16, wherein the step of causing the text message to be sent to the text messaging device includes the step of communicating with a wireless operator associated with the text messaging device.

5 18. An apparatus for managing communications with a user in a communication system, the apparatus comprising:

means for maintaining presence information for the user, the presence information specifying one of a plurality of presence contexts;

means for maintaining a presence context profile for the user, the presence context profile specifying a plurality of communication options for the plurality of presence contexts; and

means for controlling communications with the user in accordance with the maintained presence information and the maintained presence context profile.

15 19. An apparatus according to claim 18, further comprising:

means for maintaining device availability information for the user, the controlling means being operative in further accordance with the maintained device availability information.

20 20. An apparatus according to claim 18, wherein the communications include both telephone calls and text messages.

A 4 21. An apparatus according to claim 20, wherein the communication options include a plurality of phone devices for receiving the telephone calls and a plurality of wireless devices for receiving the text messages.

5 22. An apparatus for managing communications with a user in a communication system, the apparatus comprising:

means for receiving an incoming call to the user;

means for determining a current presence context of the user;

means for determining a context profile corresponding to the current presence context for the user, the context profile specifying a plurality of communication options for the current presence context; and

means for forwarding a communication associated with the incoming call to the user in accordance with the context profile.

10 15 23. An apparatus according to claim 22, further comprising:

means for presenting certain of the communication options to a caller associated with the incoming call, wherein the forwarding means is operative in further accordance with a selection by the caller among the certain communication options.

20 24. An apparatus according to claim 23, wherein one of the communication options includes ringing a phone associated with the user, the apparatus further comprising:

A means for directing the call, before the presenting means is operative, to the phone; and

means for canceling operation of the presenting means if the call is answered.

5 25. An apparatus according to claim 24, wherein the communication system is comprised of a PBX and the phone is part of the PBX.

26. An apparatus according to claim 24, wherein the communication system is comprised of a PBX and the phone is coupled to the PBX by the PSTN.

10 27. An apparatus according to claim 22, wherein the incoming call is a phone call to a first phone associated with the user in the communication system, the forwarding means including:

15 means for retrieving information concerning a second phone associated with the user from the determined context profile; and

means for causing the incoming call to be directed to the second phone instead of the first phone.

20 28. An apparatus according to claim 27, wherein the communication system is comprised of a PBX and the first and second phones are both part of the PBX.

29. An apparatus according to claim 27, wherein the communication system is comprised of a PBX, the first phones being part of the PBX and the second phone being coupled to the PBX by the PSTN.

30. An apparatus according to claim 22, further comprising:  
means for determining a device availability corresponding to the plurality of communication options, wherein the forwarding means is operative in further accordance with the determined device availability.

31. An apparatus according to claim 22, wherein the means for determining the current presence context comprises:

means for storing presence information associated with the user;  
means for receiving a notification of a change of a presence context of the user;  
and  
means for updating the stored presence information in accordance with the received notification.

32. An apparatus according to claim 22, wherein the incoming call is a phone call to a first phone associated with the user in the communication system, the forwarding means including:

means for retrieving information concerning a text messaging device associated with the user from the determined context profile;



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means for retrieving a text message associated with the incoming call; and  
means for causing the text message to be sent to the text messaging device.

33. An apparatus according to claim 32, wherein the communication system is  
5 comprised of a PBX and the first phone is part of the PBX.

34. An apparatus according to claim 33, wherein the means for causing the text message  
to be sent to the text messaging device includes means for communicating with a wireless  
operator associated with the text messaging device.

35. An apparatus for managing communications with users based on presence  
information, comprising:  
a communication system adapted to provide communications among a plurality of  
communication devices; and  
15 a presence system adapted to be coupled to the communication system, the  
presence system maintaining a presence context and a context profile for certain users associated  
with the plurality of communication devices, the presence system causing the communication  
system to direct incoming calls to the certain users in accordance with the maintained presence  
context and context profile.

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36. An apparatus according to claim 35, wherein the communication system comprises a  
PBX and the communication devices comprise PBX phones.

37. An apparatus according to claim 36, wherein the presence system is adapted to cause the PBX to forward incoming calls to the PBX phones associated with the certain users to PSTN phones outside the PBX in accordance with the context profile.

38. An apparatus according to claim 35, wherein the presence system is further adapted to be coupled to a router, the presence system causing text messages associated with the incoming calls to be forwarded to wireless devices different than the communication devices associated with the certain users in accordance with the maintained presence context and context profile.

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